

# Deployment Instructions – Adobe Connect 9.5.5

## Description

Maintenance Release 9.5.5 is to address critical issues with the product regarding stability and performance and also to upgrade cluster so that all clusters are running at the 9.5.5 version. All bugs resolved address escalations reported by customers.



The release also addresses enhancements in Adobe Connect Server, Telephony, Producer, and upgrade of JRE and Tomcat.

## Target Systems

This patch is intended for all licensed clusters running connect versions 9.5.4. Please ensure the environment is appropriate for this patch.

Updated Services:

Host Type	Service/App	Updated	Stopped	Restarted
Connect App	Adobe Connect Server	✓	✓	✓
Connect App	Adobe Media Server	✓	✓	✓
Connect App	Adobe Media Administration Server	✗	✗	✓
Connect App	Telephony Svc	✗	✗	✓
Connect App (TS)	Arkadin TA	✗	✗	✓
Connect App (TS)	Avaya TA	✗	✗	✓
Connect App (TS)	Intercall TA	✗	✗	✓
Connect App (TS)	MeetingOne TA	✗	✗	✓
Connect App (TS)	Premiere TA	✗	✗	✓
CQ Author	Author	✗	✗	✗
CQ Publisher	Publisher	✗	✗	✗
DB	DB	✓	✗	✗
Download	Connect Addin (Win)	✗	✗	n/a
Download	Connect Addin (Mac)	✗	✗	n/a

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## Tracking references

For a list of bugs fixed in this release, please see the Release Notes page:

<https://helpx.adobe.com/adobe-connect/release-note/adobe-connect-9-5-5-release-notes.html>

## Bill of Materials

### Files Included

update\_9.5.4\_9.5.5.exe

update\_9\_5\_5\_0.sql

### Components

#### Adobe Connect Server

Version.txt will be appended with the following components after execution of 9.5.5 patch.

cps=9.5.5.756.20160804.1338413

patch=CPS\_9.5.5\_9.5.4.742\_9.5.5.756

#### JRE

N/A

#### Tomcat

N/A

#### Telephony

N/A

#### FMS

N/A

## Modified Files

### Changed ACS Files

appserv/\*

comserv/\*

## Deployment steps

1. Stop Services
  - a. Stop all Adobe Connect Services using Service Panel  
**IMPORTANT:** Ensure that all Connect services have stopped completely and that the java.exe process is no longer running in the task list before proceeding.
2. Make backups
  - a. Backup files mentioned in the "Modified Files" section to rollback changes including appserv/common/version.txt

- b. Backup the Connect database
3. Install patch for ACS and FMS
  - a. Copy the patch files **update\_9.5.4\_9.5.5.exe** to the server on which Adobe Connect service is deployed
  - b. Right-click on **update\_9.5.4\_9.5.5.exe** file and select to run as administrator
  - c. Confirm the location / root directory where Adobe Connect is installed
4. Update the Database
  - a. Execute the following sql file on the Adobe Connect database instance: **update\_9\_5\_5\_0.sql**
5. Start, Verify
  - a. Start Adobe Connect Services
  - b. Verify version.txt changes (use [http://domain\\_name/version.txt](http://domain_name/version.txt))
6. Repeat steps 1-5 for each server in the cluster

## Rollback Steps

**NOTE:** In order to rollback, the backup task must have been completed successfully.

1. Stop the Adobe Connect Services
2. Connect Server
  - a. Delete appserv and comserv folders
  - b. Restore the appserv and comserv folders from backup
3. Restart the Adobe Connect Services